MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2016/2017

TER3161 – ENTERPRISE RESOURCE PLANNING

(All sections / Groups)

19 OCTOBER 2016
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This examination paper consists of 4 pages including cover page.
2. Answer **ALL FIVE** questions.
3. All questions carry equal marks and the distribution of the marks for each question is given.
4. Write all your answers in the Answer Booklet.

Attempt ALL questions.

QUESTION 1

Assume you are the Human Resource Manager for Alpha Retail Stores. The Marketing Department requires additional manpower to fulfil customer demands during the coming festive holidays. They intend to hire students between 14 to 16 years old.

a) Highlight THREE rules and regulations that the Marketing Department must abide should they hire this group of students according to Children and Young Persons (Employment) Act 1966 (Act 530). [3 marks]

b) Why would it be important for you to communicate this information to the Marketing Department? [2 marks]

c) Describe how Enterprise Resource Planning (ERP) software like SAP supports human resource management and human capital development. [5 marks]

QUESTION 2

You recently purchased Apple iPhone 7. As a proof of purchased, the seller issued you a proof of payment or receipt.

a) What information from your receipt would need to be available to the business functions? [3 marks]

b) Assuming that the item has a defect, in your point of view, how could the receipt help in the process of returning the item? Give an example. [3 marks]

c) The store offers a special credit scheme for returning customers who have made at least three successful transactions amounting to minimum RM5,000. The scheme allows these customers to purchase on credit with a credit limit of RM3,000. What information does the store need to keep track of to make sure a selected customer does not exceed the credit limit? [4 marks]

Continued...

QUESTION 3

Mr. Muneer, the CEO of Green Wave Sdn. Bhd. is looking for solutions to improve his company's business processes. Recently, he received many complaints on inconsistent information and different departments performing similar tasks which caused inefficiency and increase in operational costs.

a) Assume you are a consultant appointed by Mr. Muneer. Suggest how ERP software may help in improving the business processes in his company. [4 marks]

b) Green Wave Sdn. Bhd. does not have experienced employee to implement the new ERP solution. Hence, Mr. Muneer decided to outsource the ERP solution. What are SIX possible benefits of outsourcing the ERP solution? [3 marks]

c) In order to implement the ERP solution, Green Wave Sdn. Bhd. may need to re-engineer its business processes. Describe the overall process and steps of business process re-engineering. [3 marks]

QUESTION 4

Assume you have just graduated and you have landed a job at Global Technology Corporation as its new sales manager. You are eager to apply some of the skills you learned at school, especially the work you did on mobile computing and Software-as-a-Service (SaaS).

a) Explain why you think the company should develop a plan to adopt a mobile strategy for managing sales using SaaS through mobile devices. [4 marks]

b) Under what circumstances do you think using SaaS makes sense? [2 marks]

c) What are some concerns and issues related to use SaaS as part of the business processes? [4 marks]

Continued.....

QUESTION 5

Green computing or virtualisation allows great use of a server environment by minimizing the amount of unused capacity. The CEO of Hytone Corporation has recently announced the migration of its legacy ERP system to adopt green computing.

a) One of the main issue for a virtual ERP system is security. Describe security measures to maintain a secure environment for the company's ERP system.

[5 marks]

b) Develop an Event Process Chain (EPC) diagram for the resume processing process applied in Hytone Corporation as described in the following scenario.

> The Human Resource (HR) Department of Hytone Corporation creates a job posting and announces the position of Project Manager to lead the migration project internally through the company's intranet, bulletin boards, or a binder of current job openings.
>
> The department collected responses internally for eight days. After that, résumés from external sources were solicited by advertising in newspapers and online. Then, the résumés are pre-screened and information on qualified candidates was forwarded to the hiring manager for review. The hiring manager informed HR Department which candidates should be interviewed. Brief phone interviews of candidates recommended by the hiring manager were conducted by HR Department personnel; if the phone interview is promising, an on-site interview is scheduled. Candidates interview with the hiring manager and with a HR staff member. Human Resources records the interviews in an applicant flow log.

[5 marks]

End of Paper